



OVERVIEW

Information Technology Outsourcing (ITO)

At a Glance

CIBER offers numerous information technology outsourcing (ITO) services, such as the following:

- Help Desk Services
- Desk Side Support
- Data Center Operations
- Networks, Systems and Applications Monitoring

CIBER has been ranked among the top ten outsourcing vendors, according to [The Black Book of Outsourcing](#), a customer experience survey analyzing more than 4,000 outsourcing vendors around the world. [The Black Book of Outsourcing](#) survey, conducted annually by Brown-Wilson Group, a Clearwater, Fla.-based research firm and consultancy, aims to identify the 50 best-managed global outsourcing vendors as well as identify rankings for specific capabilities and within vertical industries. CIBER was ranked #10 among Best Managed Outsourcing Vendors globally and #1 in Infrastructure for Mid-Tier Enterprise-Wide Traditional Infrastructure Outsourcing.

CIBER's IT Outsourcing division has been growing and expanding dramatically over the last 5 years. CIBER delivers a robust set of mature offerings that span the entire spectrum of infrastructure and IT operations services. CIBER's ITIL and ITSM compliant processes, our investments in tools and people, and our broad geographic footprint enables quality and global delivery on a 24 x 7 basis. Our clients realize the benefits of our cost-effective enterprise-level services combined with our very flexible and close-to-the-customer relationship management and governance strategies. Our services minimize your risks, maximize your flexibility, and drive ROI improvements throughout your entire organization.

CIBER Simplifies IT Management

CIBER's ITO solutions can help your organization reduce costs, accelerate time-to-market, simplify IT management, expand resources, enhance efficiency, and enable you to reallocate resources to highest value opportunities. CIBER provides the right mix of outsourced, managed, and project services to deliver the greatest business value. CIBER solves clients' IT operations challenges, such as:

- Technology and Outsourcing of your network, server, storage, security, and desktop
- Service Desk Solutions including: help desk, maintenance, hosting, monitoring and management
- Application Solutions including: web services, client server, mainframe and custom development

Our services are customizable, cost-effective, and easy to implement. We work with you to design an industry standard service level agreement (SLA) to best meet your organization's specific needs, while reducing costs and enhancing service.

Lower Risk

CIBER combines exceptional financial strength, unsurpassed technical and management expertise, and an extraordinary track record of success at the world's leading companies.

Higher ROI...

Our end-to-end offerings reduce costs, accelerate time-to-market, simplify management, expand your resources, enhance your efficiency, and help you refocus resources on your highest-value opportunities.

CIBER Help Desk and Desktop Support Services

CIBER's world-class help desk services can dramatically improve your organization's customer satisfaction and significantly reduce costs at the same time. CIBER has been included on two of Gartner, Inc's "Magic Quadrants"

- Gartner, Inc. "Magic Quadrant for Help Desk Outsourcing, North America, 2008" by Richard T. Matlus and William Maurer, 2008 (published 28-Feb-08)
- Gartner, Inc. "Magic Quadrant for Desktop Outsourcing Services, North America, 2008" by Richard T. Matlus and William Maurer, 2008 (published 28-Feb-08)

CIBER is ranked among the top ten best managed outsourcing vendors by The Black Book of Outsourcing, a bestselling international business book and outsourcing resource manual available in multiple languages worldwide. CIBER was ranked as the #1 ITO Mid-Tier Enterprise Wide Traditional Infrastructure Outsourcing.

Our help desk and desktop support (also called "break/fix") services provide a single point of contact for all services and support and are fully integrated and are offered on a 24x7x365 basis. We integrate best practices in process engineering, knowledge and incident management, SLA negotiation, metrics, communication and more.

Data Center Operations

CIBER provides comprehensive data center operations through our data centers offering state-of-the-art redundancy and reliability. We offer high-availability services and application operations for solutions such as SAP, Lawson, PeopleSoft, Oracle, Microsoft Exchange, Lotus Notes, Citrix and many others. We also provide the facilities for secure data replication and disaster recovery services.

Help Desk

CIBER help desk experts can help you leverage best practices that dramatically improve the performance and efficiency of your support services – whether you're creating a new help desk, enhancing a help desk you already have, or consolidating multiple help desks. We'll help you integrate best practices in process engineering, knowledge and incident management, SLA negotiation, metrics, communication, and more.

We can also help you intelligently assess the outsourcing option.

Desk Side Support

CIBER provides fully managed support that covers your entire technology environment including end-to-end systems management. CIBER's Desk Side Support will help you reduce risk, lower cost of ownership, streamline IT management, and minimize downtime throughout your organization. We'll help you improve user and infrastructure support without up-front investments or management hassles. At remarkably low cost, we can include automated proactive monitoring to identify and begin solving problems — often before you've even noticed them. CIBER is your single point of contact for all service and support.

Networks, Systems and Applications Monitoring

For networks, systems, applications, security, and storage, CIBER uses CA's Unicenter Network and Systems Management product, allowing us to dramatically reduce business risk, combining decades of experience with a strong process orientation that drives consistent excellence and constant improvement. Our solutions include Root-Cause Problem Resolution and Server & PC Lifecycle Management.

Reduce Risk, Increase ROI and refocus on your key strategic goals

It's more important than ever to focus on your highest-value opportunities. Are the details of day-to-day IT operations standing in your way? Ready to liberate your people to focus on your key strategic goals? Ready to simplify day-to-day management and dramatically reduce business risk? Ready to maximize the performance and value of all your IT operations? Then you're ready to discover the team that's been delivering excellence in IT operations and learning for decades. Discover what CIBER IT Operations can do for you.

Learn More

Call us at 800-242-3799 and ask for our IT Operations Practice or visit www.ciber.com.

About CIBER, Inc.

CIBER, Inc. (NYSE: CBR) is a pure-play international system integration consultancy with superior value-priced services and reliable delivery for both private and government sector clients. CIBER's services are offered globally on a project- or strategic-staffing basis, in both custom and enterprise resource planning (ERP) package environments, and across all technology platforms, operating systems and infrastructures.

Founded in 1974 and headquartered in Greenwood Village, Colo., CIBER now serves client businesses from over 60 U.S. offices, 25 European offices and seven offices in Asia/Pacific. CIBER operates in 18 countries, with more than 8,500 employees and annual revenue of approximately \$1.2 billion.

The logo for CIBER, Inc. features the word "ciber" in a lowercase, bold, sans-serif font. The letters "c", "i", and "e" are in a dark blue color, while the letters "b", "r", and "e" are in a lighter blue color. A registered trademark symbol (®) is positioned to the upper right of the final "e".

5251 DTC Parkway Suite 1400
Greenwood Village, CO 80111
800.242.3799

© 2008 CIBER, Inc. All Rights Reserved.